Mercedes-Benz WebParts

Guidelines & Manual for Professional Online Orders

Customer Edition

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Mercedes-Benz

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1 Welcome to Mercedes-Benz WebParts

We are happy that you have decided to take advantage of the options provided by Mercedes-Benz WebParts. With WebParts, your Mercedes-Benz partner gives you the opportunity to order Mercedes-Benz Genuine Parts easily and conveniently online.

If you do not currently have access to Mercedes-Benz WebParts, please contact your Mercedes-Benz partner, or register online at https://aftersales.i.daimler.com/mb-webparts-reg/

This manual was designed to explain the most important steps when placing orders for Mercedes-Benz Genuine Parts with WebParts. It is also intended to help you use all WebParts functions and optimise your work with WebParts. Before getting started, please take a few minutes to get an overview of all the functions which WebParts offers. You will quickly discover: Ordering Mercedes-Benz Genuine Parts has gotten far easier!

1.1 Your advantages at a glance

Mercedes-Benz Genuine Parts: Part of your success

Mercedes-Benz Genuine Parts are specifically developed, built and tested for the vehicles in which they are installed. Together with excellent material quality and workmanship, they are known for their longevity, reliability, dimensional accuracy and economy.

In short: Mercedes-Benz Genuine Parts are high-quality products that you and your customers can always rely on.

Direct selection and easy ordering around the clock

No matter whether you need Mercedes-Benz Genuine Parts, genuine remanufactured parts or genuine accessories: With WebParts, you can place your order when it suits you – directly from your workshop. Night or day, seven days a week. What's more, with WebParts you have access to the fully integrated parts catalogue (WebEPC).

Excellent, transparent parts availability

Your Mercedes-Benz partner and our logistics network offer unbeatable availability for the parts you need.

WebParts also allows users to get information on the availability and estimated provision deadlines for individual parts at any time.

Less effort, more clarity, foreseeable costs

WebParts offers an optimal overview of active and planned orders and enables users to create and recycle order templates for regular requirements. Both these advantages save time and increase clarity for your ordering department.

In addition, WebParts displays the individual terms agreed on with your authorised Mercedes-Benz dealer. Alongside gross prices, discounts and net prices are also shown immediately. This increases price transparency as well as reliability in ordering and improves expense planning. With WebParts, your parts costs are always under control.

Benefit from sales campaigns

WebParts gives you 24/7 access to current sales campaigns. Find out about special order prices or discounts and benefit from excellent rates – in addition to all the advantages of Mercedes-Benz Genuine Parts.

1.2 From the order to delivery – how it works

Mercedes-Benz Genuine Parts orders with WebParts consist of two basic components: First, your order as a WebParts customer and, second, the processing and execution of your order by your authorised Mercedes-Benz dealer.

As a customer, you locate the parts you would like to order, e.g. in the fully integrated manufacturer parts catalogue (WebEPC). A simple click transfers the individual items to your WebParts shopping cart.

As an alternative to searching for the parts which you require in WebEPC, you may also enter familiar part numbers directly in the cart or use one of your personalised order templates.

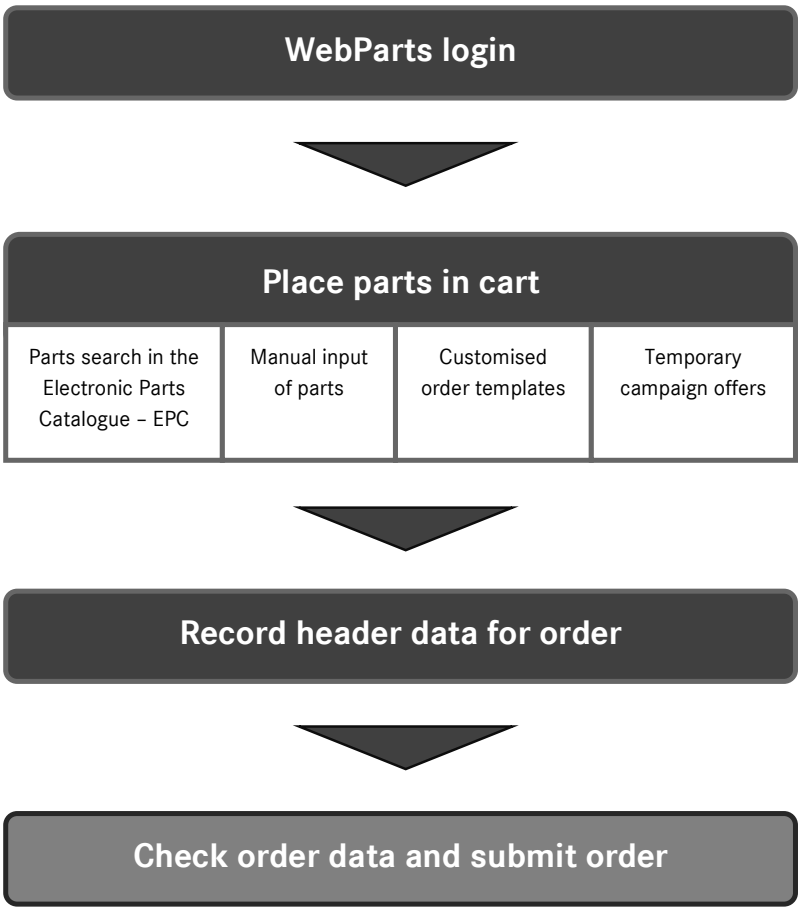
Your customer-specific prices as well as information on availability will be visible both in the cart and in the fully integrated WebEPC at all times.

You can send all items in your cart, or only selected items, to your authorised Mercedes-Benz dealer as an order with a simple click. Your dealer receives a notification that a new order has been placed.

On receipt, your authorised Mercedes-Benz dealer processes the order and you either receive a delivery with the ordered parts or you have the option to pick them up. You can call up the status of your order ("ordered", "confirmed", "cancelled", "completed") at any time in the order overview.

Payment for the parts and receipt of the invoice remain unaffected by WebParts and are based on your arrangements with your authorised Mercedes-Benz dealer.

1.3 Mercedes-Benz Genuine Parts in four steps


WebParts login
Place parts in cart
Parts search in the Electronic Parts Catalogue – EPC
Manual input of parts
Customised order templates
Temporary campaign offers
Record header data for order
Check order data and submit order

2 First steps in WebParts

Before covering more advanced topics on the use of Mercedes-Benz WebParts, we want to introduce you to the technical requirements for the system and give you a general overview of the application structure, design and settings.

2.1 Technical requirements

Mercedes-Benz WebParts is a web-based application that communicates with a central application server via secure Internet connections.

For trouble-free use of the system, the following requirements must be met in your company:

Operating system/browser

- PC with Microsoft Windows (XP+) in combination with Internet Explorer* 8+, Firefox 22+ or Chrome 28+
- Apple Mac with OS X (10.7+) in combination with Safari 6+
- 10" tablets with Android (4.1+) in combination with Chrome or Firefox
- 10" iPads with iOS (6+) in combination with Safari
- Cookies must be permitted.
- JavaScript must be activated in your browser.
- Popups must be permitted.
- WebParts is not designed for parallel operation in multiple windows or index tabs. Using multiple windows or tabs in a WebParts session can result in unforeseeable errors.

* Internet Explorer version 8, which is still widely used, does allow you to use all basic WebParts functions; however, there may be certain limits in terms of its visualisation capabilities. We recommend an upgrade to version 10+.

Network infrastructure

- Fast, stable Internet connection
- As required: Firewall permission for communication via port 443 (HTTPS)
- As required: Firewall permission for the WebParts domain aftersales.i.daimler.com

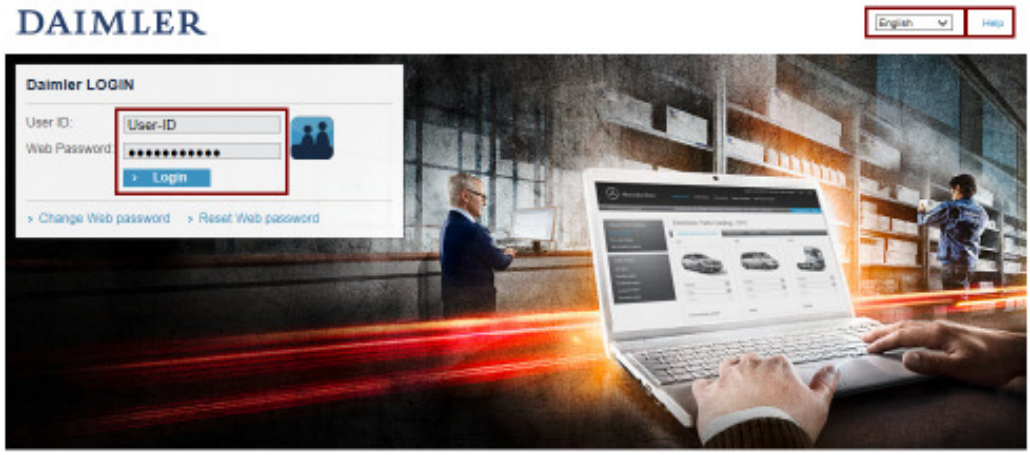
2.2 Login/logout

Mercedes-Benz WebParts is a closed ordering system that is only available to registered customers.

You can access Mercedes-Benz WebParts through the central login for the Daimler After-Sales platform. Enter the URL www.webparts.mercedes-benz.com in your browser's address bar and then press the Enter key on your keyboard.

Login

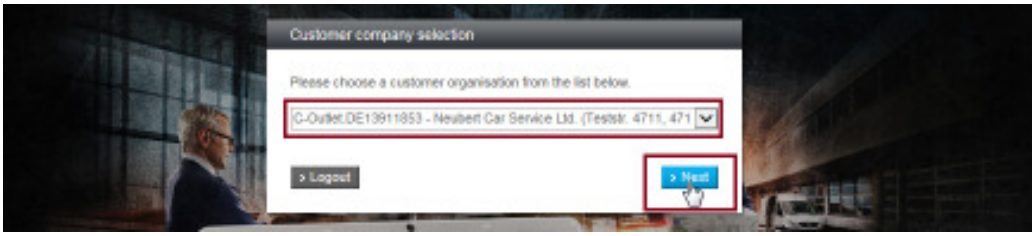
On the login page, in the User ID and Web Password fields, enter your personal access data that you received from your authorised Mercedes-Benz dealer and click **[> Login]**. Use the selection list at the top right to change your language settings as required.



Should you be asked to change your password, please follow the corresponding instructions on the website. If you experience problems when logging in or changing your password, the website offers a "Help" section with further information on these topics. Your authorised Mercedes-Benz dealer is also available to provide assistance.

Customer company selection

If your company has branches at different locations, you need to start by selecting the branch for which you would like to place orders in the current session. Only complete this step when applicable.


Customer company selection
Please choose a customer organisation from the list below.
C-Outlet:DE13911853 - Neubert Car Service Ltd. (Teststr. 4711, 471
> Logout
> Next

If your company has more than 10 organisations, a search function will appear to facilitate your selection. You can enter, for example, a postal code or town/city and start the search by clicking the **[Search for Customer]** button. Then select the organisation for which you would like to place orders in the current session from the list of results.

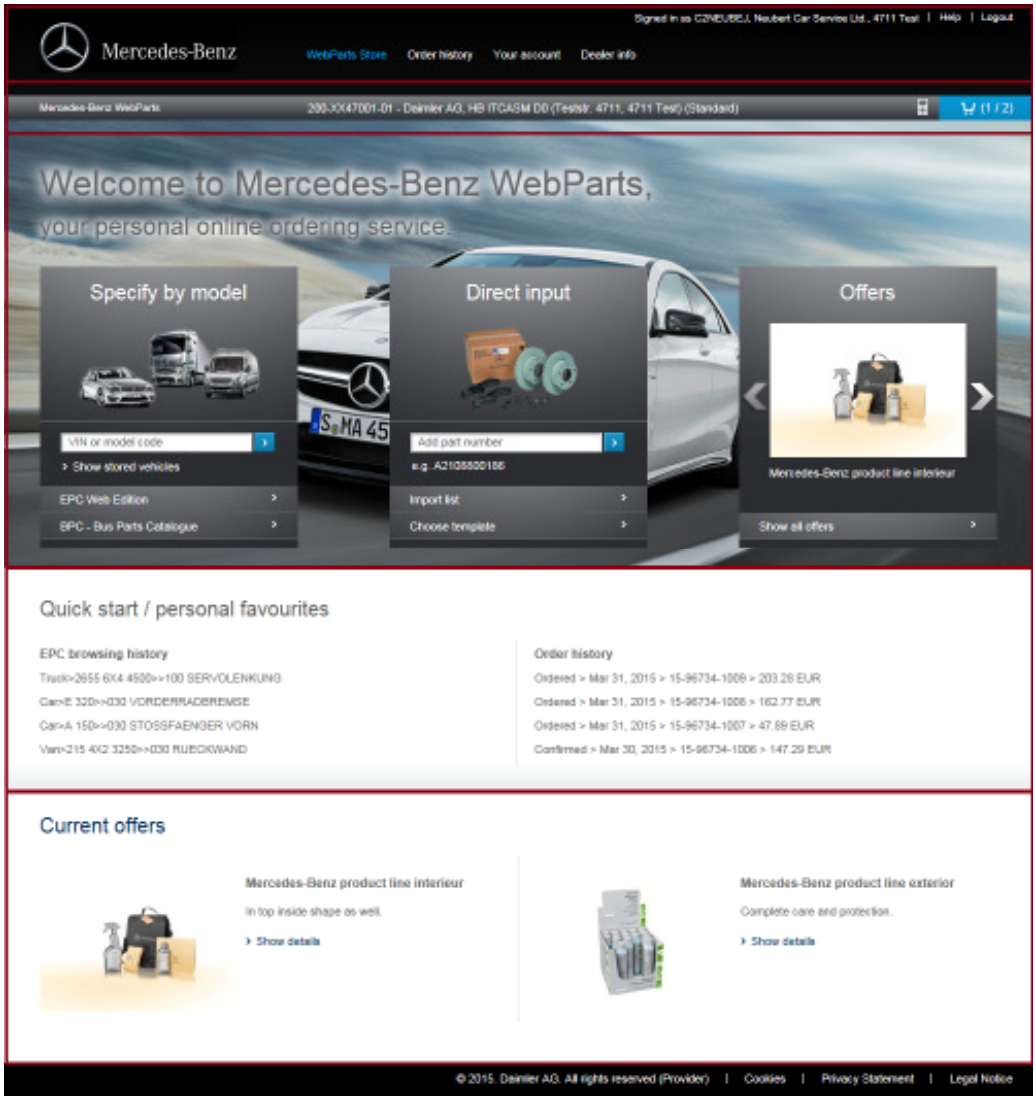
Logout

For security reasons, it is important to log out correctly from the system as soon as you finish placing orders. WebParts sessions have a maximum duration of 5 hours. An automatic logout occurs after this period.

2.3 Basic structure of WebParts

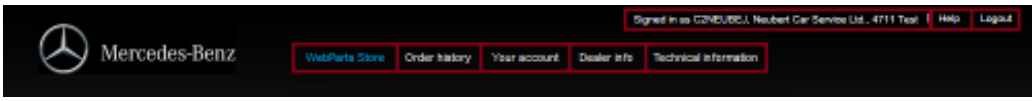
Once you have successfully logged into the system, you will be directed to your personal home screen in WebParts. From here, you have direct access to all functions and content with a single click. This home screen is divided into five main areas.

- Main menu
- Shopping cart bar
- Parts search and selection
- Quick start/personal favourites
- Current offers



Main navigation

Elements in the WebParts main menu are accessible from all subpages.



The subitems in the category **"WebParts Store"** allow you to switch to the WebParts home screen at any time, see a list of all current campaign offers (when available) or call up the fully integrated manufacturer parts catalogue (WebEPC) in WebParts.

If you select the option Bus Parts Catalogue (BPC), WebParts will automatically switch to the shopping cart and open the Bus Parts Catalogue (BPC) as an external application in a separate window. Please also read the individual sections "Parts search in spare part documentation for buses" and "Managing cart items".

The **"Order history"** section lets you access previous orders. With the various items in this category, you can display all past orders, for example, or call up an overview which is filtered according to order status.

You can manage order templates as well as personal and company preferences in the category **"Your account"**.

Contact data and the general terms and conditions of your authorised Mercedes-Benz dealer can be viewed in the category **"Dealer info"**. If your authorised Mercedes-Benz dealer provides the option to order at different locations, you can also switch branches here to place an order.

With the display of your **"User and company data"** WebParts gives you an alternative for accessing your personal settings. If your company also has branches at different delivery locations for which you are authorised to place orders, you can switch branches here without the need for a logout and renewed login.

Links to the interactive WebParts Guided Tour as well as the latest edition of the user manual as a PDF can be accessed at any time by going to the **"Help"** section.

"Logout" ends the current WebParts session.

Shopping cart bar

The WebParts shopping cart bar is always located at the top of the screen, even on content-rich pages.

The **"Mercedes-Benz WebParts"** link will redirect you from any page to your personal home screen.

At the centre, you can view the **Mercedes-Benz dealer** with which you are currently placing your order. If your Mercedes-Benz dealer provides the option to order at different locations, you can click the name of the dealer to switch branches. All information displayed in WebParts always refers to the head office or branch shown here.

The **calculator symbol** indicates that WebParts is displaying your individual net prices for all items. Click the symbol to switch the pricing information to list prices. In this case the calculator symbol will appear with a red "x". The selection will automatically be stored in your personal settings.

At the far right you can find the **shopping cart preview**. The number of different products as well as the total quantity is always visible. Move the mouse over the shopping cart symbol to display further details on the shopping cart contents. Clicking on the cart will take you to the shopping cart page. You can also submit an order directly from the shopping cart preview.

Parts search and selection

From the home screen, you can go directly to the vehicle-related parts search or place familiar parts scopes in your shopping cart. WebParts provides three thematically distinct boxes to help you get started:

- "Specify by model"
- "Direct input"
- "Offers"

In the **"Specify by model" box** you can get started by entering a vehicle identification number (VIN) or selecting a previously stored vehicle to show vehicle-related parts information in the fully integrated parts catalogue WebEPC.

Or you can switch to the detailed WebEPC home screen or open the external Bus Parts Catalogue BPC here.

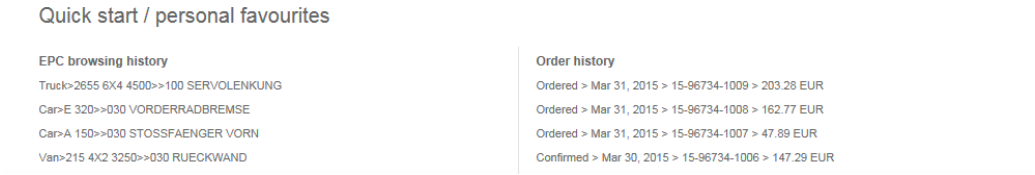
The **"Direct input" box** lets you enter known part numbers directly in the shopping cart, import external parts lists or select one of your previously stored templates.

If campaign offers are available from your authorised Mercedes-Benz dealer when you log in to WebParts, they will be listed in the **"Offers" box**. If no offers are available, the third box will not be displayed.

The parts search and selection processes will be described in detail in the following section.

Quick start/personal favourites

The information and links shown here can be determined according to your preferences. With just one click, you can go to the details of your **recent EPC searches**, **recent orders** or **recently used templates**. You can define the individual options in your personal settings and combine them as desired.


Quick start / personal favourites
EPC browsing history
Truck>2655 6X4 4500>>100 SERVOLENKUNG
Car>E 320>>030 VORDERRADBREMSE
Car>A 150>>030 STOSSFAENGER VORN
Van>215 4X2 3250>>030 RUECKWAND
Order history
Ordered > Mar 31, 2015 > 15-96734-1009 > 203.28 EUR
Ordered > Mar 31, 2015 > 15-96734-1008 > 162.77 EUR
Ordered > Mar 31, 2015 > 15-96734-1007 > 47.89 EUR
Confirmed > Mar 30, 2015 > 15-96734-1006 > 147.29 EUR

Current offers

At the bottom of the home screen, you can view details on the two most recent campaign offers. If no offers are stored for you at the time of your login, you will find a link to the interactive WebParts Guided Tour as well as the latest edition of the WebParts User Manual as a PDF file.

3 Parts search and selection

Use WebEPC, the fully integrated parts catalogue in WebParts, to find the parts you need and move them into your shopping cart with a single click. If, as a WebParts purchaser, you prefer to enter order items manually, the ordering process is still very convenient thanks to automatic format checks.

3.1 Parts searches in the fully integrated parts catalogue – WebEPC

Start your vehicle parts search directly on the WebParts home screen by **entering** a vehicle identification number (VIN) or selecting a previously stored vehicle with the option **"Show stored vehicles"**.

As an alternative, you can click the button **[EPC Web Edition]** to switch to the WebEPC home screen and manually identify a model code for a parts search using various selection lists.

Please note that only a VIN-based definition of the vehicle makes it possible to identify parts based on the as-built vehicle configuration (data card). This simplifies the selection of relevant parts considerably and minimises the risk of incorrect orders. Parts identification that relies solely on model codes should only be performed by experienced users.

The parts catalogue content is only available in a limited number of languages. If your national language is not offered, please select an alternative data language in your personal settings. In your personal settings, you also have the option to display local parts designations as a supplement to the WebEPC designation.

Vehicle details

After entering a VIN (e.g. WDB2110161A001188), WebParts will determine all required data and switch to the WebEPC details page. The time required for this process can vary depending on the complexity of the vehicle.

Model selection: Displays the most recent identification number entry. Here you can enter a new VIN at any time or call up one of your stored vehicles. Provided that you have not objected to the automatic creation of a VIN/model code history in your personal settings, WebParts will suggest similar past values when entering a new identification number.

Current model: Displays the identification number for the currently displayed vehicle.

You can add the currently displayed vehicle to your personal repository of vehicles by clicking on the **disk symbol (** **)**. If the vehicle is already in your personal vehicle repository (**stored vehicles)** or you are working with a model code, this option will not be offered.

Clicking on the **vehicle documents symbol (** **)** will open the data card for the current vehicle (popups must be permitted in your browser for this action). Information from the data card is required for correct parts identification (e.g. checking footnotes, validities, code, special equipment/components, modular systems, etc.). If a data card is not available for a VIN that is entered, or if you are working with a model code, this option will not be offered.

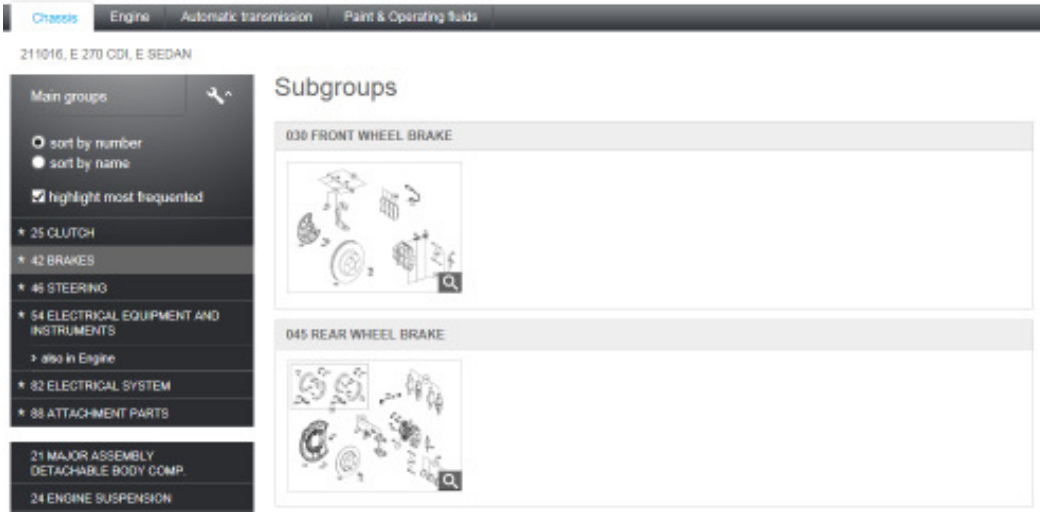
The current WebEPC filter settings can be displayed or modified via the **filter symbol (** **)**. The default settings ensure that all parts lists displayed for the selected vehicle (VIN) are filtered as effectively as possible. The option to deactivate individual filters can lead to ambiguous entries in the parts lists and should therefore only be applied by experienced users. All filter changes are temporary. That means that the settings are only valid for active vehicle data. A subsequent parts identification based on other vehicle data will automatically activate the standard filter.

Description: Displays the sales designation and model description for the current vehicle. Clicking on **"Show major assembly details"** shows details for the major assemblies installed in the vehicle (VIN). If you are working with a chassis model code, the details for all potentially installable major assemblies will be shown.

Search parts: Enables searching for parts by part designation or part number in the current vehicle. In both cases, an asterisk (*) can be used as a placeholder when defining the search term. You can activate the option **"current group only"** to limit the search results to matches in the currently selected main group.

Major assembly and group menu

Once all vehicle data has been determined, the major assembly and group menu will be shown below the vehicle details. Major assemblies (chassis, engine, transmission, etc.) form the top level in the vehicle's product structure tree and are shown as tabs. The chassis of a vehicle is preselected as a default.



On the left, you can find a list of all main groups for the active tab. If the same main group number also exists in a different major assembly tab, corresponding information including a link will be shown (only with an existing VIN).

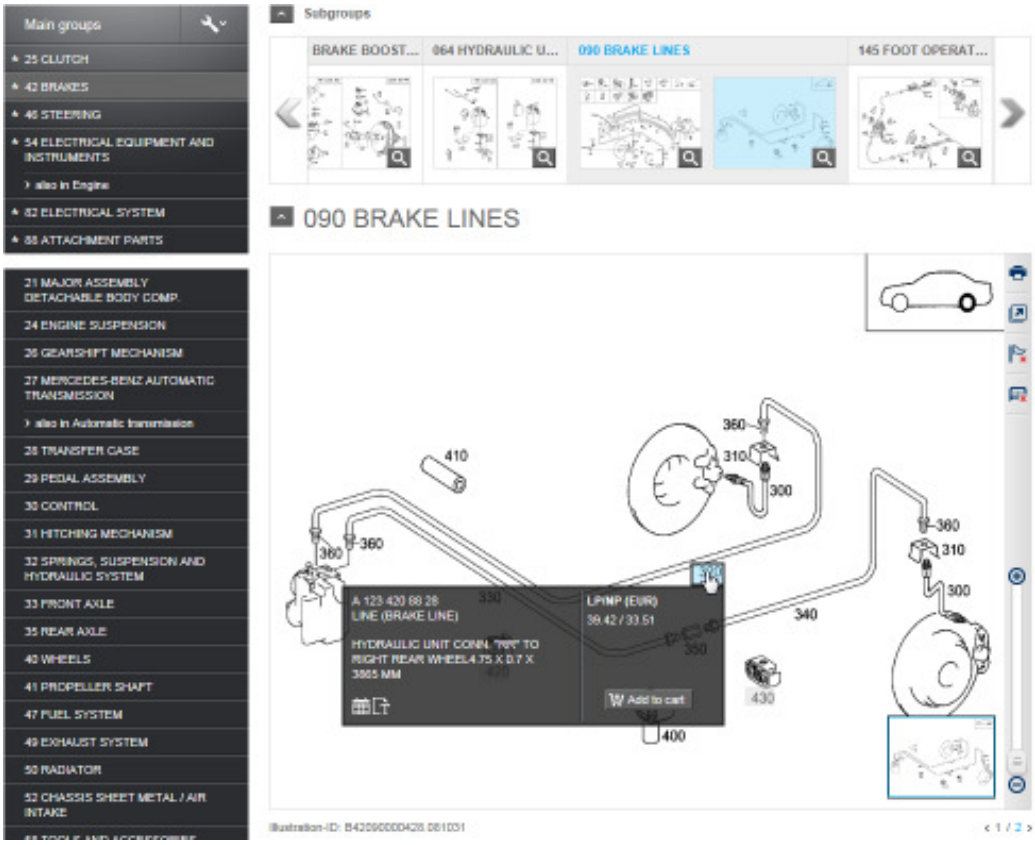
The main groups are sorted according to group number or alphabetically depending on user preferences. Provided that you have not objected in your personal settings to the automatic creation of a history of WebEPC groups you visit, you can also start by displaying a list of most frequently used main groups. Both preferences can be set by going to the **wrench symbol** above the listing of groups. Your selection will automatically be stored in your settings.

Click one of the main groups to load an overview of all assigned subgroups. A subgroup can contain one, several, or no illustrations. A thumbnail preview will be displayed for all available illustrations, which you can expand by clicking the **magnifying glass symbol**.

Click on a preview image or subgroup name to display the corresponding parts list as well as the interactive illustration.

Interactive illustration

All thumbnail previews for a main group are shown above the selected subgroup illustration. If you would like to display the contents of an additional subgroup within the active main group or switch the illustration of the current subgroup, you can do this easily using the Subgroups thumbnail strip.



The illustration shows all valid item numbers for the currently selected vehicle. Clicking an individual item number in the illustration will highlight it in the illustration and in the parts list. Item numbers that are not valid for the current vehicle appear in grey and cannot be clicked.

Print ( ): Opens the print preview for the illustration shown.

Show illustration in separate window ( ): Shows the illustration in a separate browser window (popups must be enabled in your browser). The interactive link between the illustration and parts list remains intact.

Deselect all items ( ): Deletes all markers set for items.

Show/hide details ( ): Hovering the cursor over an item number will display the corresponding details from the parts list directly on the illustration (only possible when the VIN has been indicated). Pricing and other shopping cart data is also shown. This selection will automatically be stored in your settings.

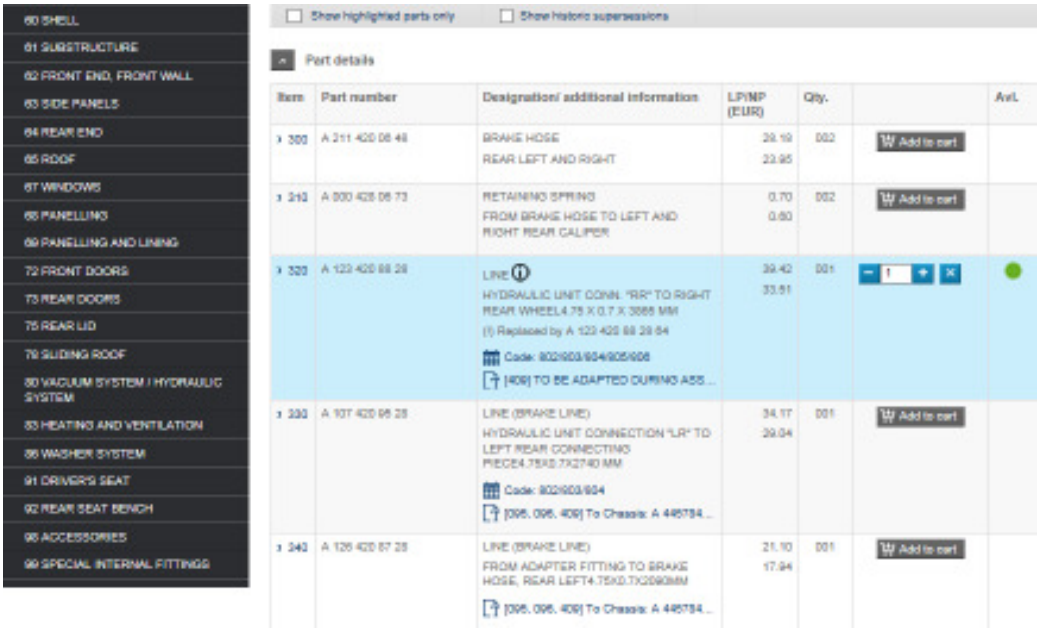
Zoom ( ): Enlarges or minimises the illustration view. In an enlarged view, press and hold your cursor at any spot in the illustration and then move the mouse to display a different image section.

If the contents for a subgroup include several illustrations, the number range will be shown at the bottom right. Click a number to go directly to the corresponding illustration.

Parts list

The parts list displays all valid parts numbers in the subgroup for the currently selected vehicle. If the contents of a subgroup include several illustrations, the parts list shows only the displayed part numbers as well as possible adjacent items not shown in the illustration.

Clicking an individual item number in the parts list will highlight it in the parts list and in the illustration.



Show highlighted parts only: Reduces the items listed in the parts list to the entries highlighted in the illustration.

Show historic supersessions: Shows – when applicable – documented predecessor parts for all items in the parts list. This selection will automatically be stored in your settings.

Some part numbers contain additional information. For the exact identification of a part number in the case of ambiguous item entries, the following information must always be observed in accordance with the vehicle data card:

- Code information (for passenger cars)
- Special equipment/components and modular system information when applicable (for commercial vehicles)
- Footnotes

Clicking on the **validity symbol (** **)** will display the exact description of the code, special equipment/components or modular system information. Clicking the **Footnote symbol (** **)** will display the contents of the footnote. Footnotes contain important information that must be observed when selecting parts.

Adding parts to the shopping cart

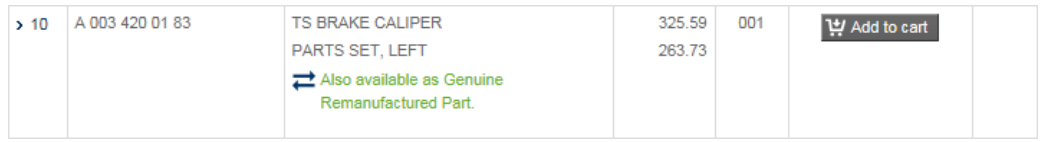
In addition to the WebEPC details, you will be able to view your individual net prices for each part number. Click the button **[Add to cart]** to place the parts you need in your WebParts shopping cart. The desired ordering quantities can be adjusted in both WebEPC and the shopping cart. If you would like to define the default quantity of all parts in the cart as "1", regardless of the quantity documented in WebEPC, you can specify this in your personal settings.

After adding a part to the cart, you will also see information regarding the availability at your Mercedes-Benz dealership.

In certain cases, WebParts **cannot find pricing information** for a selected part. Add these parts to your WebParts shopping cart and WebParts will automatically search for an available **successor**. If a suitable successor exists, the part will be placed directly in the shopping cart. The successor part number will be added below the part designation in these cases for informational purposes.

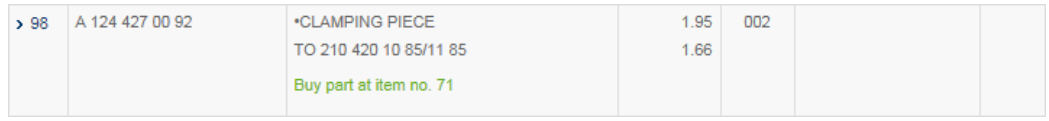
If no suitable successor part can be identified, you can place the part in your shopping cart without a price. This gives you the opportunity to communicate your interest concerning the part to your authorised Mercedes-Benz dealer (see also "Part-specific notes and information"). In any case, you should take into account the **"Optional"** information on individual part items to identify alternate parts manually when needed.

For part items that are offered both as Genuine Parts and genuine remanufactured parts, you will receive a separate note in the WebEPC parts list.



Further information on genuine remanufactured parts can be found in "Part-specific notes and information".

Due to the ongoing synchronisation of the WebParts shopping basket with the WebEPC parts list, there can only be one **[Add to cart]** button for a unique part number for each parts list. If one and the same part number is listed several times for one item, only the first parts list entry will appear with the **[Add to cart] button**. If one and the same part number is referenced by several items in the parts list, you will receive a note indicating the item number where the **[Add to cart]** will appear.



For certain part items, certain additional data must be added when placing the item in the cart. WebParts displays an additional dialogue in these cases once you have clicked the **[Add to cart]** button.

Two-digit ES1 code supplement: May be required when entering quantities, lengths, and container sizes.

Four-digit ES2 code supplement: May be required when selecting parts with specific colours or equipment.

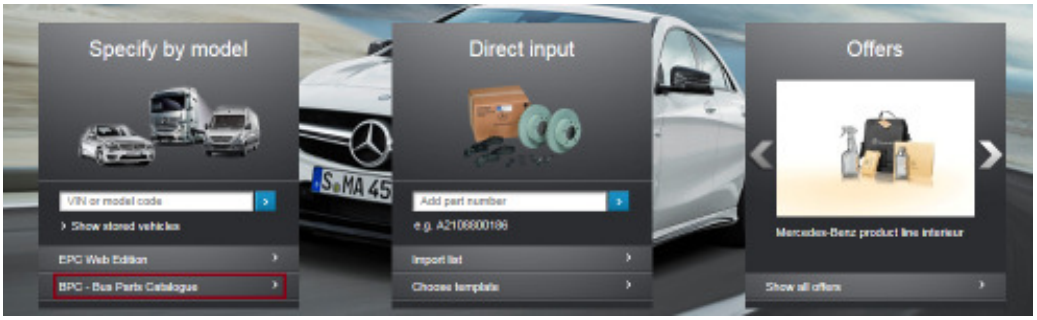
In both cases, before selecting a code supplement, make sure to evaluate the footnotes for the respective part items.

3.2 Parts search in spare part documentation for buses

Parallel to the parts search in the fully integrated parts catalogue WebEPC, there is also the BPC, the Bus Parts Catalogue. BPC contains all Mercedes Benz buses, Setra buses, EvoBus minibuses and their major assemblies.

Parts identified with the BPC can also be conveniently added to the WebParts shopping cart.

Start the BPC search by clicking the button **[BPC – Bus Parts Catalogue]** on the WebParts home screen or select the category **"WebParts Store"** in the main menu.



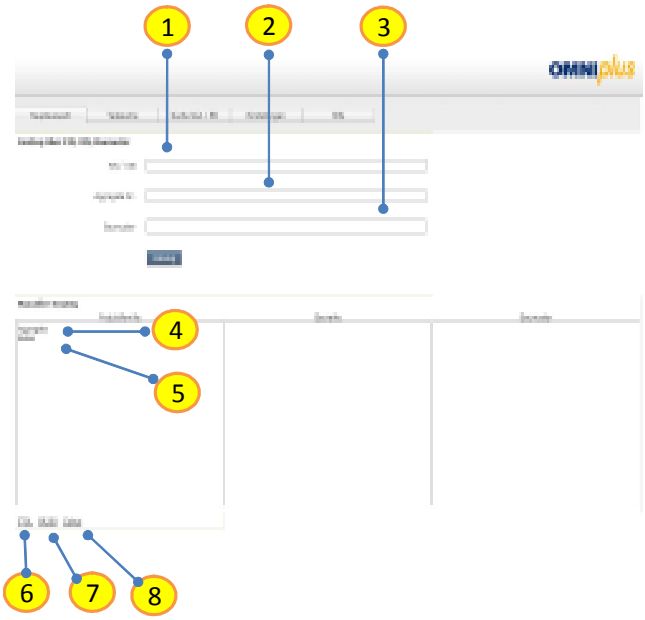
In both cases, WebParts will switch to your current shopping cart view, while the external Bus Parts Catalogue is opened in a separate window or browser tab.

After you have identified the Genuine Parts you need in an external catalogue, you can then add them to your WebParts cart with a single click. Simply click the button **[Import from BPC]**.

The following pages provide an overview of all BPC functions.

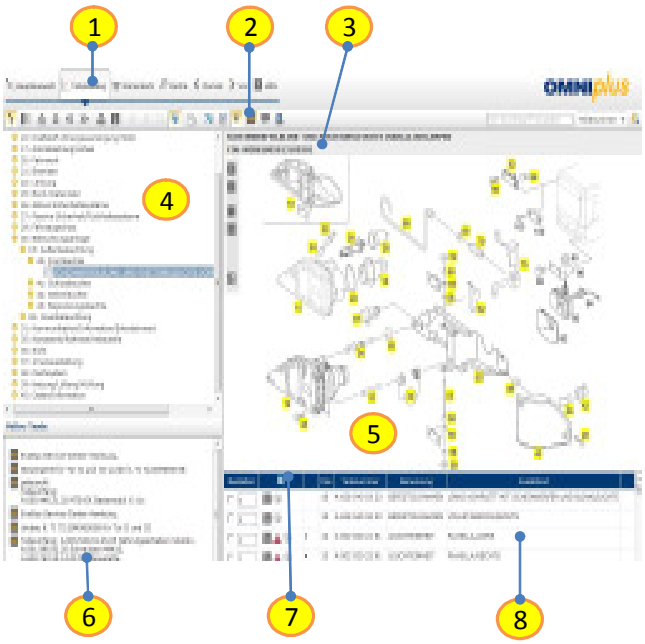
Please note that the part items selected in the BPC can only be imported by WebParts after they have been placed in the BPC shopping cart.

Options for calling up the BPC

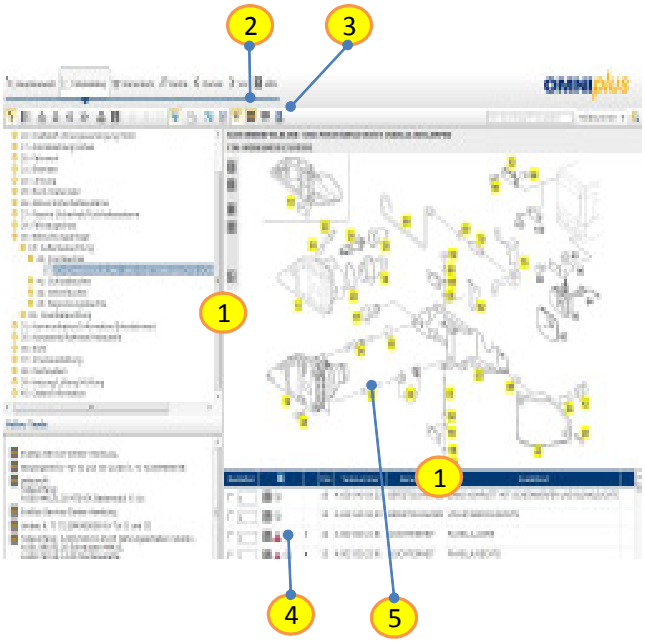


1) Enter vehicle identification number
2) Enter major assembly number
3) Enter vehicle model designation
4) Call up all major assemblies
5) Call up all buses
6) Call up spare part online, model series 300
7) Call up spare part catalogue 96/1, model series 200
8) Call up spare part catalogue for airfield buses

BPC user interface



1) Navigation bar
2) Menu bar
3) Display identification number
4) Product structure
5) Picture chart
6) Display VeDoc texts
7) Parts list
8) Display parts list



1) Flexible adjustment of panes
2) Show/hide VeDoc texts
3) Call up functions by clicking on symbols
4) Symbols contain tooltips. Hover over a symbol with your cursor to open the tooltip with a brief description of the symbol.
5) Valid item numbers highlighted in yellow

Identifying replacement parts

Now we will introduce the basic functions of BPC by looking at an example:

Your customer would like to order a left main headlamp:

1. Open the catalogue
2. Enter the vehicle identification number

   The qualified identification of parts is only possible with the entry of a vehicle identification number; this integrates information from the vehicle data card!
3. Clicking the "Katalog" (Catalogue) button or pressing the Enter key will take you to the product structure.
4. In the next step, you need to determine the technical subgroup using the "new" product structure.
   a. Select the main group.
   b. Select the group.
   c. Select the technical subgroup.
5. The picture and the parts list are displayed.
6. All part numbers that correspond with the picture are shown in the parts list.
   a. Click the item number in the picture.
   b. The selected part number is highlighted in red in the picture chart.
   c. In the parts list, the selected part number is highlighted in blue.
7. Select the replacement part.
8. The part number is added to the shopping cart.

➔ The part number for the left main headlamp was identified and sent to the shopping cart.

Additional information is stored for certain part numbers; please note the following information:

Display vehicle data card ( ): Documentation on data card; code information (for minibus)

Modular system (SAA/EB) ( ): Variant parts list and modular system information

Footnotes ( ): Footnotes

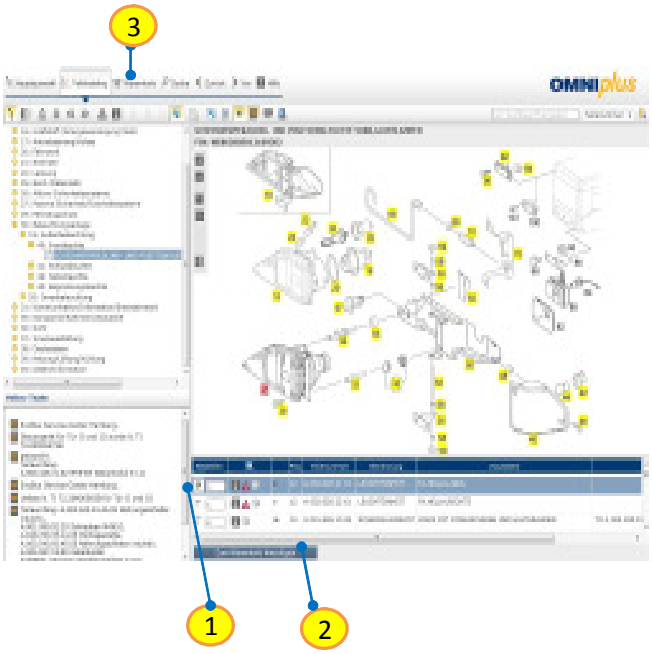
Replaced by ( ): Replaced by, information optional

Filter function ( ): Data card filter, when the filter is deactivated, there is no longer a link to the vehicle data card.

Print ( ): Print function

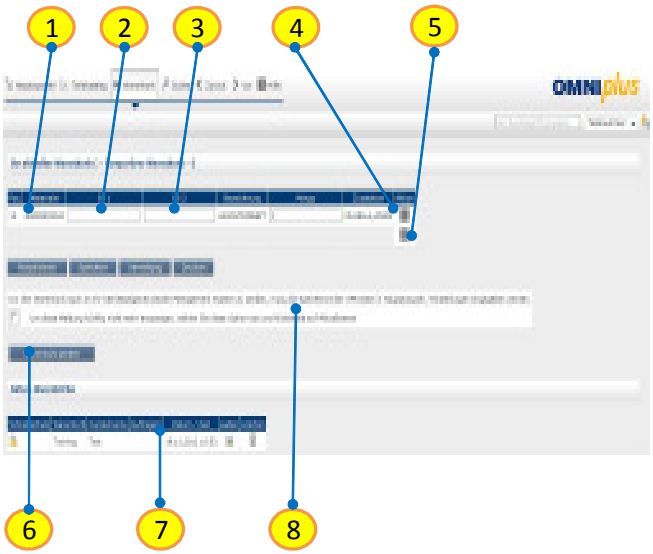
Shopping cart

Add parts to shopping cart



1) Select part number using checkbox
2) Part number is added to the shopping cart
3) Open shopping cart

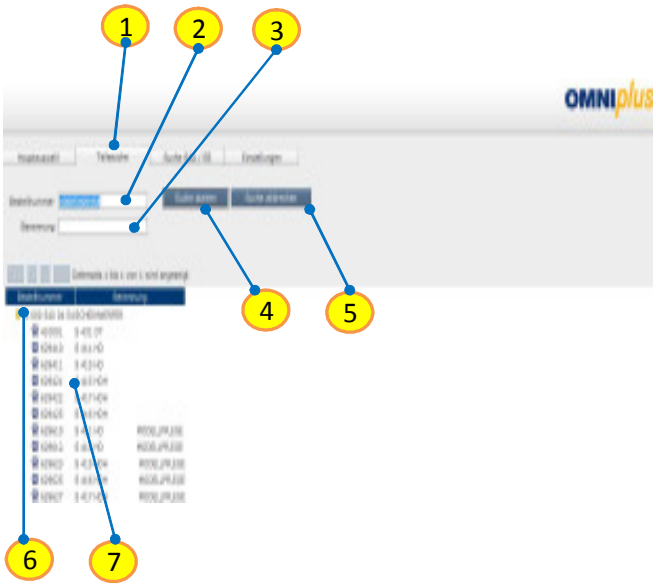
Functions in the shopping cart



1) Display part number
2) Enter ES1 code, e.g. quantity/length
3) Enter ES2 code, e.g. for colour-related footnotes
4) Remove part number from shopping cart
5) Add part number
6) Send shopping cart to Dealer Management System
7) Shows active shopping cart
8) Save note related to the transfer path for your DMS

Search functions

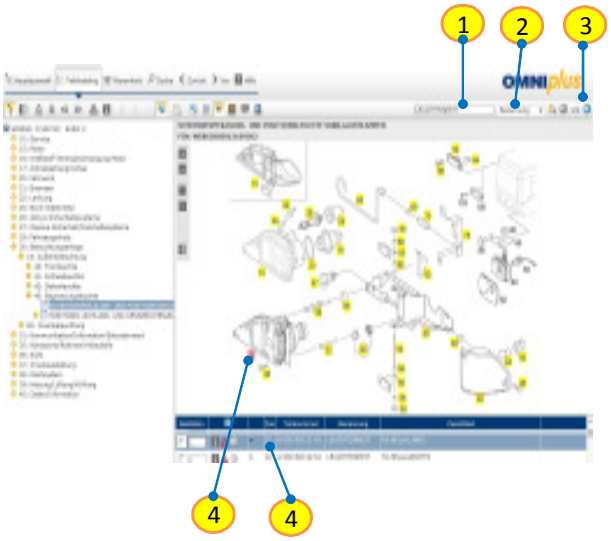
Search in the main menu, with part number or designation; with modular system; with variant parts list



1) Open the search function by part number or designation/by modular system or variant parts list (SAA)
2) Enter part number, designation/modular system/SAA (change sequence number)
3) Enter designation (only parts search)
4) Start search
5) Cancel search
6) Display search results
7) Display application/ vehicle model designation

Select the vehicle model designation to go to the catalogue

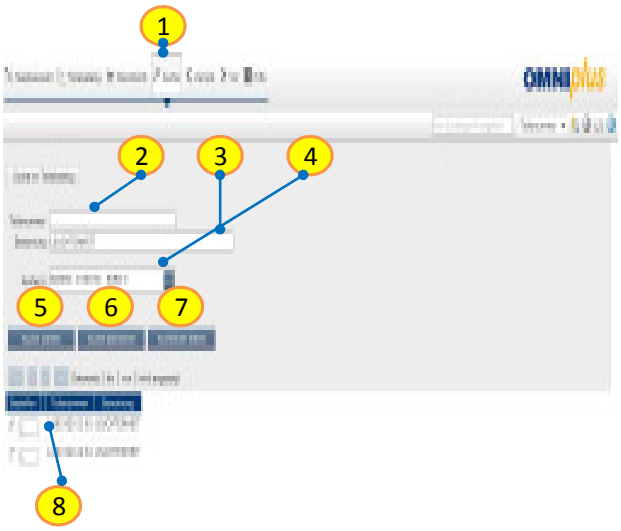
Catalogue search by part numbers and designations



1) Enter the designation or part number
2) Select the input option (designation/part number)
3) Display possible matches
4) Display matches in the picture chart and the parts list

When the search is done in the menu bar, possible matches are shown immediately in a picture chart.

Catalogue search by part numbers and designations



1) Open the search function in the navigation bar
2) Enter the part number
3) Enter the designation
4) Display the vehicle model designation
5) Start search
6) Cancel search
7) Clear fields
8) Display possible matches

To select a picture, click a part number.

Symbols in the navigation bar

Main selection (Hauptauswahl **):** Jumps back to the vehicle selection

Parts catalogue (Teilekatalog **):** Opens the parts catalogue selection

Shopping cart (Warenkorb **):** Displays the shopping cart

Search (Suche **):** Launches the search for a picture/part selection

Back (Zurück **):** Goes back one level

Forward (Vor**):** Goes forward one level

Help (Hilfe **):** Opens online help for the BPC

Symbols in the menu bar

Parts list right

Parts list bottom

Overview

Jumps up one level

Scroll in assembly, forward – back

Jump to BusDoc

Additional information for picture

Print

Assembly information

Scroll in the picture charts, forward – back

Picture chart overview

Display parts list for picture

Display vehicle data card

Notes on part

XSF feedback

Switch to better picture chart

Data card filter

Show/hide VeDoc texts

Quick search for parts

Scroll in the picture parts list search

Symbols in the parts list

Search in the parts list

Additional information

Modular system (SAA/EB)

Modular system (R-SAA)

Footnotes

Replaced by (optional)

Theft-relevant parts

3.3 Part items: manual input or import

The fastest way to record an individual part item is to enter the corresponding part number manually. To add a new part to your shopping cart, please enter the corresponding part number in the **Direct input** section of the WebParts home screen or the shopping cart. Then press the Enter key on your keyboard to add the part number.

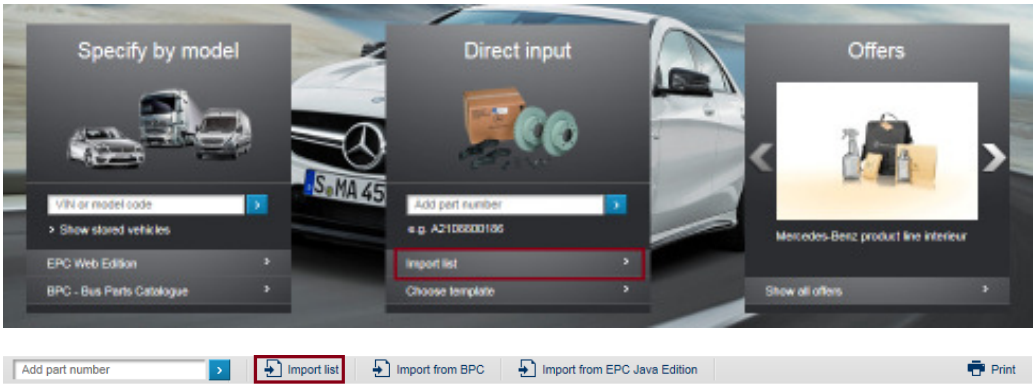
Only use numerical digits when entering part numbers; WebParts will automatically add the identifier for A-object numbers. The entry 2108800186, for example, thus becomes A 210 880 01 86.

To make sure that the part numbers you specified actually exist and subsequently display the associated price data, the system runs a cross-check with the central WebParts database. During this process, all part numbers are also checked for possible alternatives as well as genuine remanufactured part variants.

In the **"Quantity"** field, enter the desired order quantity for each item and use the option **"Add remark"** to send item-specific remarks or an explanation to your authorised Mercedes-Benz dealer. You can use the delete symbol (**x**) to remove individual shopping cart items at any time.

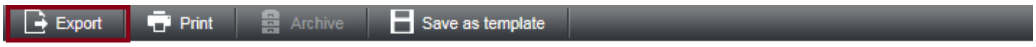
Import parts lists

If you manage external parts lists (outside of WebParts) for occasional updates to your own stock, you can import them on the WebParts home screen or directly to the shopping cart with the **“Import list”** button.



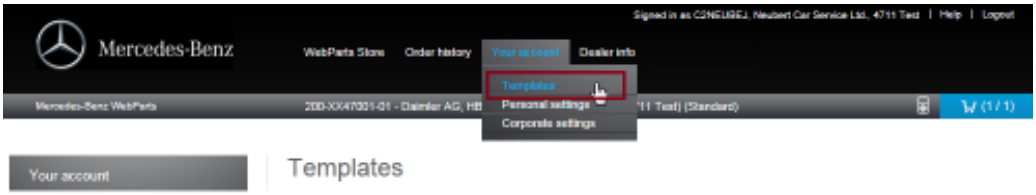
After clicking **“Import list”**, in the next prompt, select the file that you would like to import from your computer hard drive. Here you can choose from the Microsoft Excel formats **xls/xlsx** as well as the EPC shopping list format **xfr**.

To create an import template in one of the available formats, switch to the category **"Order history"** and open the details view for a previous order. In the taskbar of the details view, select the option **“Export”** to download the corresponding file.



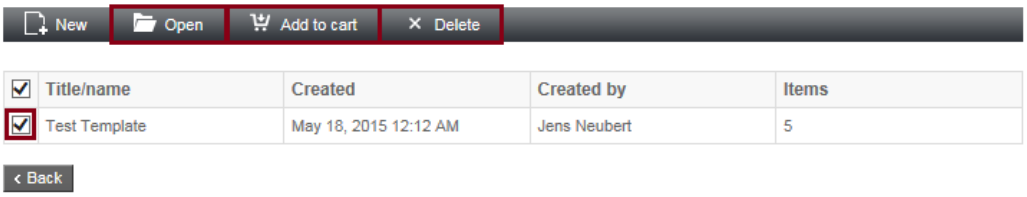
3.4 Working with order templates

You can create order templates in WebParts for Mercedes-Benz Genuine Parts that you need on a regular basis. This makes it easier and quicker to place regular orders to refresh your own stock.



Information and function overview

After selecting the module **"Templates"** under **"Your account"** you will first see an overview of all order templates created for your company. In addition to the brief description and creation date, you can also see which user created the template.



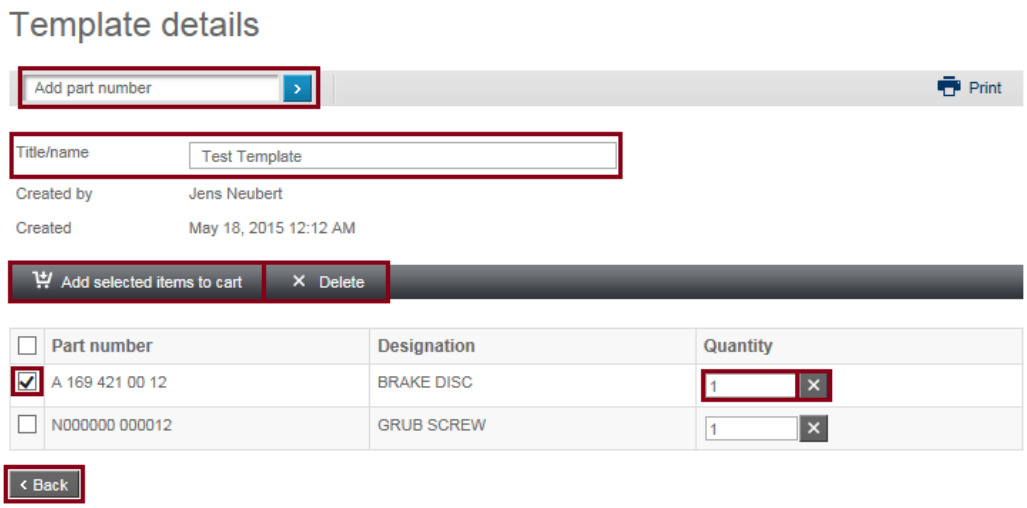
Select one or more templates using the **checkboxes** in the template overview to activate the following options in the taskbar.

Open: Opens the detail view for the selected template (templates can only be selected individually). Select this option when you would like to edit a template or simply place certain items it contains in your shopping cart.

Add to cart: Click the cart symbol to add all items from the order template to your shopping cart (items must be selected individually).

Delete: Deletes the selected order template (multiple selection possible).

Detailed view for order templates



In the detailed view, you can edit an existing order template, for example to add a new part number or to modify quantity details.

Enter a brief description of your template in the field **Title/Name**. This makes it easier for you to identify the template in the overview list.

To **add** a new part to an order template, enter the associated part number in the input field. Then press the Enter key on your keyboard to add the part number. The updated parts list now contains the new part with the quantity "1", as well as the designation stored in WebParts.

All changes to your template will always be stored automatically after pressing the Enter key.

Delete (x): Removes the selected part item from the template.

Print: Opens the print view for the order template.

Back: Returns you to the previous page.

You can also use the detailed view to add specific items to your shopping cart. Mark the corresponding **checkboxes** to indicate the products you would like to order (multiple selection possible). Then select the option **"Add selected items to cart"**. Currently valid prices as well as alternate items, when applicable, will be displayed in your cart.

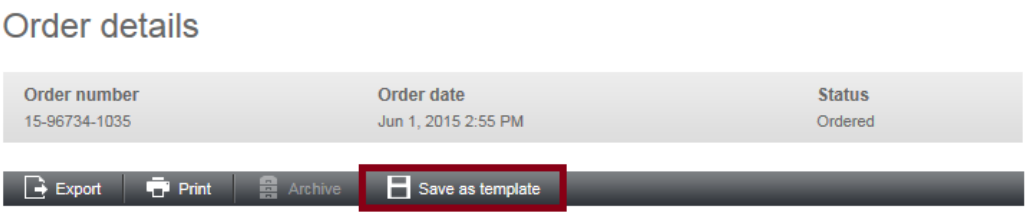
Creating new order templates

WebParts provides two different methods for creating new order templates.

The conventional method for creating an order template is to use the option **“New”** in the **“Templates”** module. You can record your item data as described in the previous section.

Alternatively, you can also create templates directly from your shopping cart. Mark as many items as you would like in the **checkboxes** and then choose the option **“Save as template”** to create an order template from the parts stored in the shopping cart.

You can also create a new order template based on a previous order at any time. Select the option **“Save as template”** in the detailed view of a past order.



3.5 Benefitting from campaign offers

WebParts offers are a good opportunity for you to combine the advantages of Mercedes-Benz Genuine Parts with favourable pricing. The offers are usually seasonal and valid for a limited time.

If offers are available from your authorised Mercedes-Benz dealer when you log in to WebParts, you will see a selection in the **"Offers"** showcase on the home screen. This ensures that current offers and special prices are always visible and that you can achieve purchasing benefits for your company.

Click one of the **offer images** or the corresponding **brief description** to switch to a detailed view of an offer.

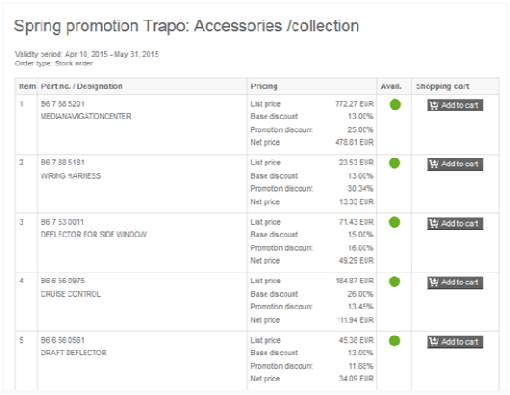
By clicking **[Show all offers]** you can view the entire list of current sales campaigns for your Mercedes-Benz dealer.

The offers shown are generally valid for all of your Mercedes-Benz dealer branches.

Details for current offers

In the detailed view, you can view the detailed offer description, the order type associated with the offer, the validity period, as well as the products included in the offer and their prices.

If a flyer is available for an offer, you can view it by clicking the button **[Download PDF document]**. Please note that Adobe Reader must be installed on your computer to view PDF documents.



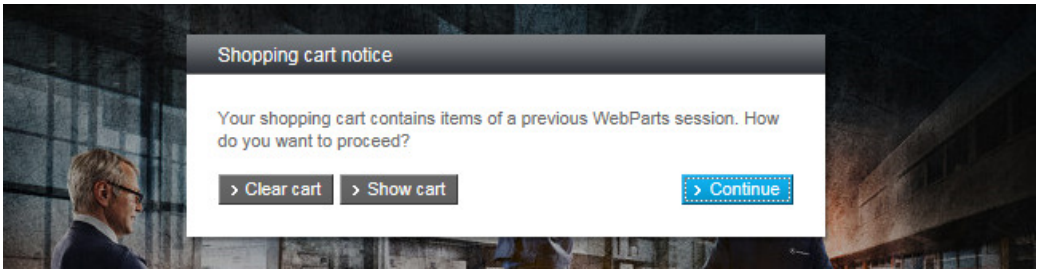
Mercedes-Benz product line exterior
Complete care and protection.
This product has been specially tested for compatibility with the materials in our vehicles and meets our high quality standards. It has only been approved under Daimler AG's strict, self-imposed environmental conditions.
Validity period: Apr 13, 2015 - Dec 31, 2015
Order type: Stock order
TAR REMOVER, 300 ML
Part no.: A 001 986 40 71 09
Removes gently and thoroughly tar and oil stains, even underfloor protection and cavity sealing splashes plus remains of stickers, cleans by itself.
6.12 EUR
List price 7.56 EUR
Base discount 19.00%
Availability
Add to cart
SUMMERFIT SCREENWASH, 40 ML
Part no.: A 001 986 88 71 17
Compatible with all surfaces and components used in the area of use. Eliminates the glare effect after only a few wipes.
2.38 EUR
List price 2.98 EUR
Base discount 20.00%
Availability
Add to cart
CHROME CARE, 75 ML
Part no.: A 000 986 43 74 05
Removes soiling and residual rust on decorative trim, prevents rust from reforming and preserves with a protective film.
6.46 EUR
List price 7.98 EUR
Base discount 19.00%
Availability
Add to cart

Click on the button **[Add to cart]** to place sales products in your cart. The desired ordering quantities can be adjusted on the details page for the offer and in your shopping cart.

4 Shopping cart

The WebParts shopping cart stores all information on the part items it contains, for all of your sessions on an unlimited basis. This means that you can place your part search results in your shopping cart and then decide at a later time when and for which quantity you would like to place an order.

You do not need to actively save your shopping cart data; WebParts does this work for you automatically in the background. If you log out of the system or close your browser window, WebParts will notify you at the time of your next visit if you still have parts from a previous session in your cart.


Shopping cart notice
Your shopping cart contains items of a previous WebParts session. How do you want to proceed?
› Clear cart
› Show cart
› Continue

If so, you can then display or delete the parts. Otherwise, you can select **[Continue]** to continue to your personalised WebParts home screen.

Note: The contents of WebParts shopping carts are personal user data that are always based on a link between a customer user ID and a authorised Mercedes-Benz dealer. Unlike order templates, which are visible for all users of a customer company, it is not possible to share shopping cart contents with other users.

WebParts provides two different views for users to manage their shopping cart items.

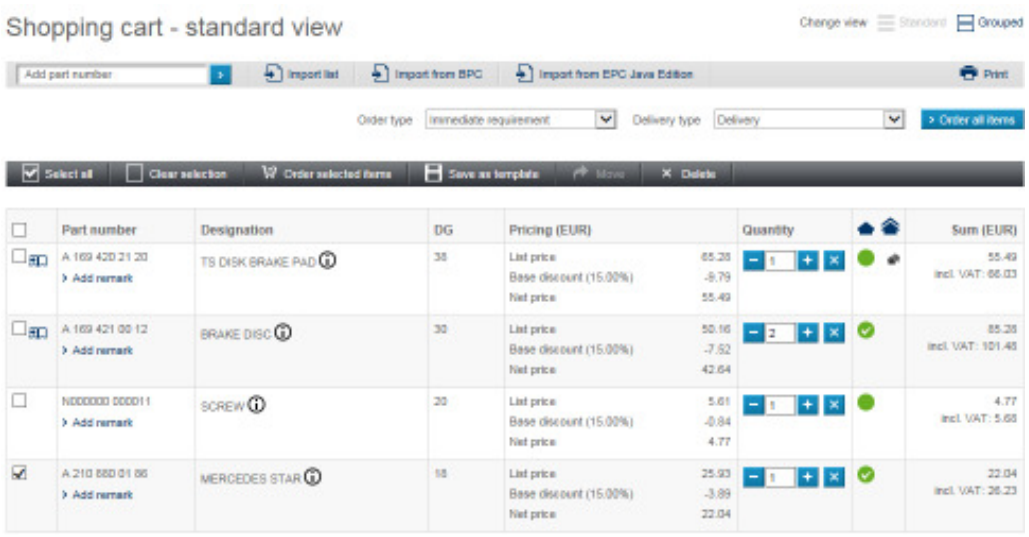
Standard view: Simple list of all parts.

Grouped view: List of all parts grouped according to origin: (direct input, vehicle-related catalogue search, etc.).

Both views sort the items in your shopping cart according to the time that they were added. The most recent entry is shown first. You can switch to the shopping cart view at any time.

4.1 Standard view

In the default view, the WebParts shopping cart lists all important product and price information in a simple table.



Part number: Unique part identification number.

Add remark: Here you can add visible comments/notes on an individual item for your authorised Mercedes-Benz dealer.

Designation: Part designation.

Return value: Displays the estimated refund value for remanufactured part items.

Discount group: Discount group assignment for part.

List price: Indicates the gross list price.

Base discount: Discount rate based on product discount group.

Promotion discount: Added special discount when available. Clicking the discount shown will open the associated offer.

Promotion: Shows the offer validity for items in a sales campaign. Clicking the validity will open the associated offer.

Net price: Net price per part after all discounts. Net prices may vary depending on the selected order method.

Quantity: Number of parts ordered for a particular item.

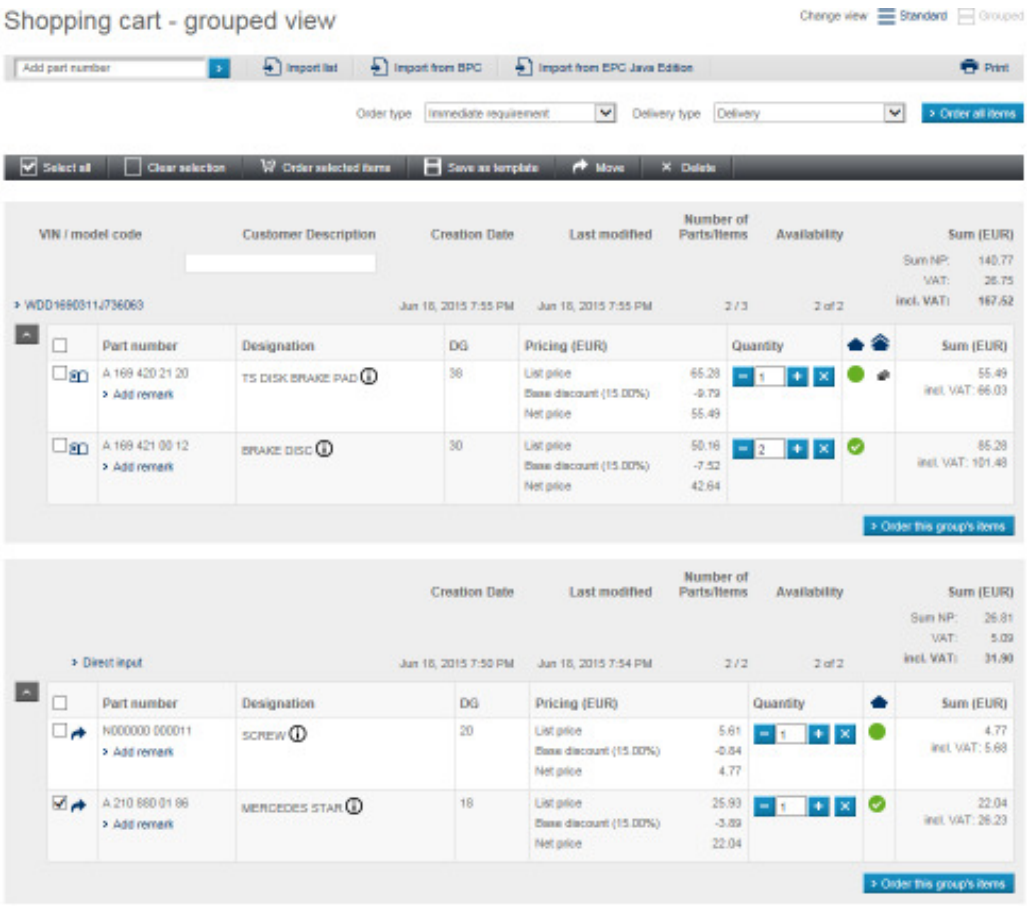
Availability: Indicates the availability for a part. If your authorised Mercedes-Benz dealer gives you the option to place orders with different branches, WebParts will automatically check the inventories for all branches. If one of the locations offers a better availability than the currently selected branch, WebParts will show an additional symbol next to the

availability information. Hover your cursor over the house symbol to display the name of the alternate branch.

Sum: Total based on the selected quantity for the individual item.

If you have added parts from the fully integrated parts catalogue – WebEPC – to your shopping cart, you can call up the associated vehicle including the detailed catalogue view in WebEPC at any time using the linked **catalogue symbol (** **)**.

4.2 Grouped view



The visualisation of product and price and information in the groups view corresponds with the default view of the WebParts shopping cart. Unlike the default view, the parts you add are automatically sorted according to their origin:

- With link to vehicle
  - Catalogue search with VIN
  - Catalogue search with model code
- Without link to vehicle

- Direct input
- Special offer
- Template
- File import

The groups view is especially recommended when you have searched for parts for different vehicles in the fully integrated parts catalogue – WebEPC – and placed them in your shopping cart.

In such cases, WebParts provides a separate list of all parts per vehicle. The VIN or model code used for the search is the default sorting criterion. To facilitate the link to a specific job in your company, you can also assign customised **description** for each vehicle-related group in addition to the VIN and model code.

This allows you to temporarily store parts for specific vehicles or jobs over several WebParts sessions in your shopping cart and continue placing orders for other vehicle scopes regardless of these stored items.

To start a complete order for a shopping cart group, click the button **[Order this group's items]** (also see the section "Submitting and managing orders"). The description you assign will be added as the title/name for this order.

You can also create a manual link to a vehicle-specific shopping cart group as needed. If you have added two WebEPC parts to your cart for a specific vehicle (with link to vehicle), for example, and then added one direct entry (without link to vehicle), the three parts will initially be in different shopping cart groups. If you do not want to place an immediate order, but instead store the parts temporarily in your cart, you can use the **Move (** **)** function to add the directly entered part to the vehicle group.

Group assignments generally have no effect on the default shopping cart view.

4.3 Function view

Functions not linked to parts

Change view: Determines whether you use the default view or the groups view for your WebParts shopping cart. This selection will automatically be stored in your settings.

Add part number: Adds a new part item to the shopping cart (see section "Part items: manual input or import").

Import list: Imports an external parts list (see section "Part items: manual input or import").

Import from BPC: Transfers a temporary BPC shopping cart (see section "Parts search in spare parts documentation for buses").

Print: Opens the print view for the shopping cart.

Order type: Type of order, e.g. “Immediate requirement” or "Stock order”. Can result in a different price depending on the agreement with your authorised Mercedes-Benz dealer. Selection will be added once you switch to the order process.

Delivery type: Type of delivery, e.g. “Collection” or “Delivery”. Can result in additional charges depending on the agreement with your authorised Mercedes-Benz dealer. Selection will be added once you switch to the order process.

Order all items: Switches to the order process with all part items of the shopping cart (see section "Submitting and managing orders").

Part-related functions

In combination with the **checkboxes** that precede the individual part items, various functions are also available in the taskbar of the shopping cart.

Select all: Selects all part items.

Clear selection: Deselects all previously selected part items.

Order selected items: Switches to the order process for ordering all marked items of the shopping cart (see section "Submitting and managing orders").

Save as template: Switches to template management and creates a new order template for all marked part items.

Move: Moves one or more part items without a vehicle link to a vehicle group. Can only be applied in the groups view of the cart (see "Shopping cart/Groups view").

Delete: Removes all marked items from the shopping cart.

4.4 Part-specific notes and information

The parts master data in WebParts ensure that further information or notes will be displayed when needed on the products you record. Simple master data information will be identified

by a black **info symbol (ⓘ)** . If there are further additional part-specific notes, the relevant part items will be marked by a red **exclamation point (ⓘ)**. Hover your cursor over one of these symbols to display the corresponding details.

WebParts distinguishes between part-specific notes, product features, tyre information and texts that accompany the display of alternate part numbers.

Simple notes

Simple notes are displayed in the following cases:

- The specified part number is formally correct but not located in WebParts.
- The specified part number was replaced by a successor product; however, no current price information could be found for the new part.
- The specified part number is a hazardous good.
- The specified part number is a theft-relevant part.

Affected parts can generally be listed as WebParts order items. Please observe the specified notes and contact your authorised Mercedes-Benz dealer if necessary. Hazardous substances may lead to higher delivery costs, for instance, or theft-relevant part orders may require a separate permit.

Product features and tyre information

Depending on the product category, WebParts has various information on product features: length, height, width and weight.

If the part number specified is a tyre, you will see a note with the tyre labels according to the EU tyre labelling regulation 1222/2009.
The following information is issued:

- Fuel efficiency class
- Wet grip class
- rolling noise class
- Noise measurement
- Tyre class

Replacement by successor products

In light of the life cycle of Mercedes-Benz Genuine Parts, technical innovation, material improvements or standardisation can result a successor product that replaces a part number.

Whenever you add a part to your WebParts shopping cart, WebParts automatically searches for an available successor. If a successor part is found for a part number you recorded, it will be shown directly as a shopping cart item should the originally entered part no longer be available. The predecessor part number will be added below the part designation in these cases for informational purposes.

Parts without price information

In certain cases, WebParts cannot retrieve pricing information or a valid successor for a selected part. Affected part items will be listed in the shopping cart without a price and can also be transferred to your Mercedes-Benz dealer as part of your WebParts order.

This gives you the opportunity to communicate your interest in the part to your authorised Mercedes-Benz dealer and to request manual price information and the identification of a successor using the comment field on the order page.

Mercedes-Benz genuine remanufactured parts

Mercedes-Benz genuine remanufactured parts are reconditioned parts that meet the same quality requirements as a Mercedes-Benz genuine part and come with the same warranty. If remanufactured parts exist for the part numbers you entered, they will automatically be offered as possible variants in a separate dialogue.

Choose the genuine part or the genuine remanufactured part and then click the button **"Apply"**.

The return value (RV) column shows the maximum refund value that you will receive after sending in the removed part. This amount is not included when calculating the total sum; it is settled separately.

5 Submitting and managing orders

Ordering Mercedes-Benz Genuine Parts has never been easier. The WebParts cart provides three different ways to place your orders.

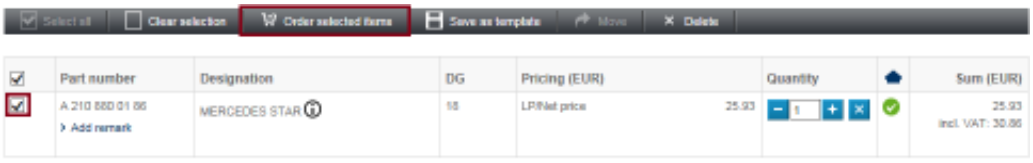
Order all

Regardless of the selected cart view, you can transfer all items in your cart to an order using the **[Order all items]** button.

If you are working with the preview menu for your cart (see "Personal and company settings"), you can also initiate a full order from any other WebParts page at any time.

Order selected items

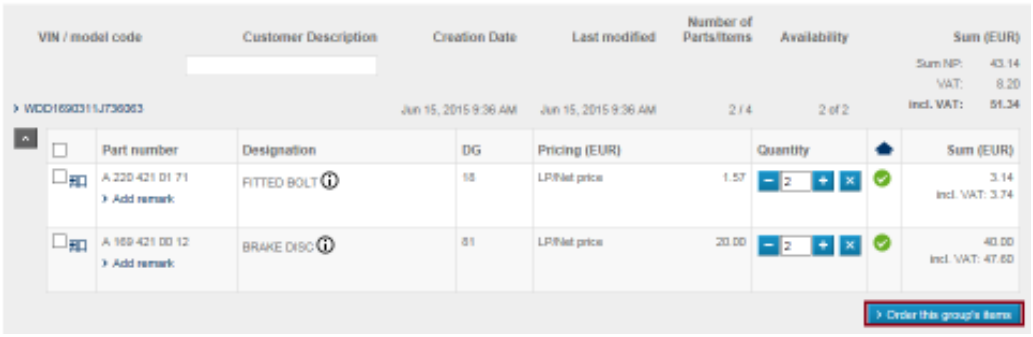
If you would only like to order certain products in your current shopping cart, mark these items by checking the boxes that appear in front of the part numbers and then select the option **“Order selected items”** in the shopping cart taskbar.



Order all items in a group

If you are working with the groups view in your shopping cart (see section "Shopping cart/Grouped view"), you have an additional option for placing an order.

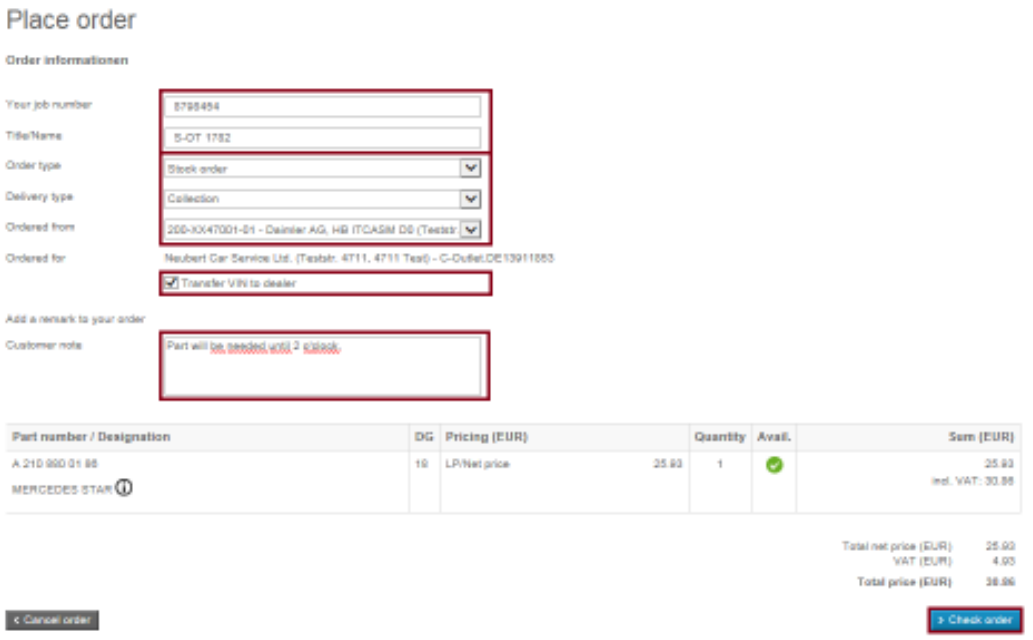
Click the button **[Order this group’s items]** to initiate an order of all items in a shopping cart group.



5.1 Submitting orders

Start by recording or completing the header data for your order.

The mandatory fields **“Order from”**, **"Order type"** and **“Delivery type”** will be auto-completed with the default values you specify when creating a new order.



The data in the fields **“Your job number”** and **“Title/Name”** are optional and primarily serve to facilitate the administration of your orders in WebParts. Here you can enter, for example, the order number you use in your company to establish a link between a WebParts order and a specific job in your company.

The field **“Customer note”** is also optional. Use this field to communicate additional comments or explanations for your order to your authorised Mercedes-Benz dealer.

If your order does not serve to replenish stocks but to fulfil a material requirement for a specific vehicle, we recommend that you **transfer the vehicle identification number (VIN)**. This makes it possible for your authorised Mercedes-Benz dealer to perform plausibility checks when needed.

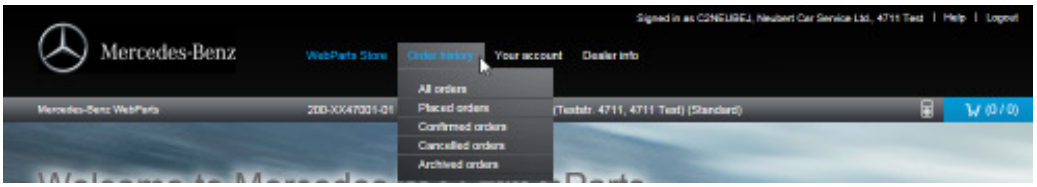
Once you have finished recording header data, you can submit the order to your authorised Mercedes-Benz dealer. Click the button **[Check order]**.

In the following dialogue, all order data will be displayed for review. If the information is correct, click the button **[Send order]** to place your order (confirm any special terms of use before submission).

If you would like to make additional changes to your order, click **[Back]** to return to edit mode.

5.2 All orders at a glance

Until their active deletion, all current and past orders can be viewed in the WebParts order overview. Under **" Order history"** in the WebParts main navigation, select the submenu item **"All orders"**.



To get a faster overview, the order history submenu also provides the option to immediately reduce the orders shown to entries with a certain order status.

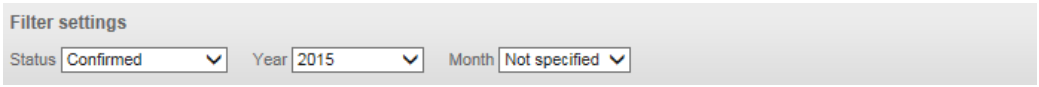
Placed orders: Orders that have been forwarded to your authorised Mercedes-Benz dealer and not yet fully processed.

Confirmed orders: Orders that have already been processed by your authorised Mercedes-Benz dealer.

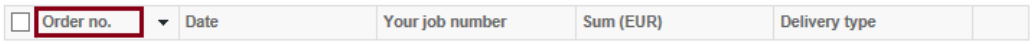
Cancelled orders: Orders that were cancelled by your authorised Mercedes-Benz dealer.

Archived orders: Orders that you actively marked as completed.

This status filter as well as an optional filter according to years and months can be adjusted at a later time on all order overview pages.



Regardless of the filters you set, you can sort the entries in the order overview at any time according to the individual columns.

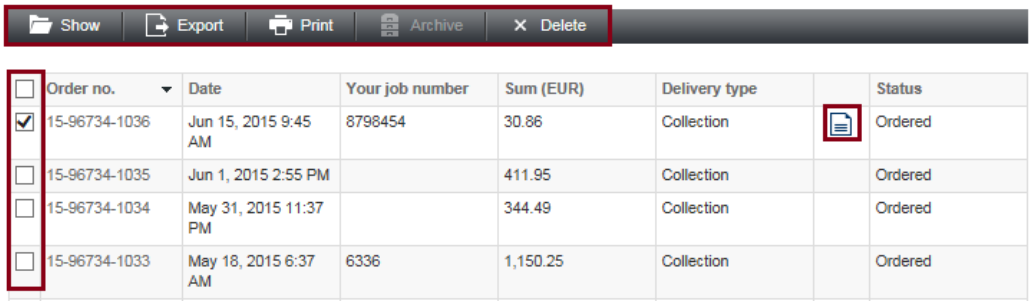


Click the column name. You can sort the columns in ascending ( ) or descending ( ) order. You may need to click the corresponding column name twice. The arrow symbol shows the current sorting sequence.

Note: If your Mercedes-Benz dealer provides the option to order from different branches, the order overview will only list order entries that have been submitted to the currently selected branch (see section "Basic structure of WebParts").

Order overview functions

In combination with the checkboxes that precede the individual orders, various functions are also available in the taskbar of order overview.



Show: Shows the details for the selected order (single selection only). You can also open the details view by clicking the order number.

Export: Exports data for the selected order in the Microsoft Excel Format (xls) or the EPC shopping list format (xfr) (single selection only). You can define a default format for export data in your preferences.

Print: Opens the print view for the selected order (single selection only).

Archive: Marks the selected orders as complete (multiple selections possible). Can only be apply to orders that have been processed by your authorised Mercedes-Benz dealer.

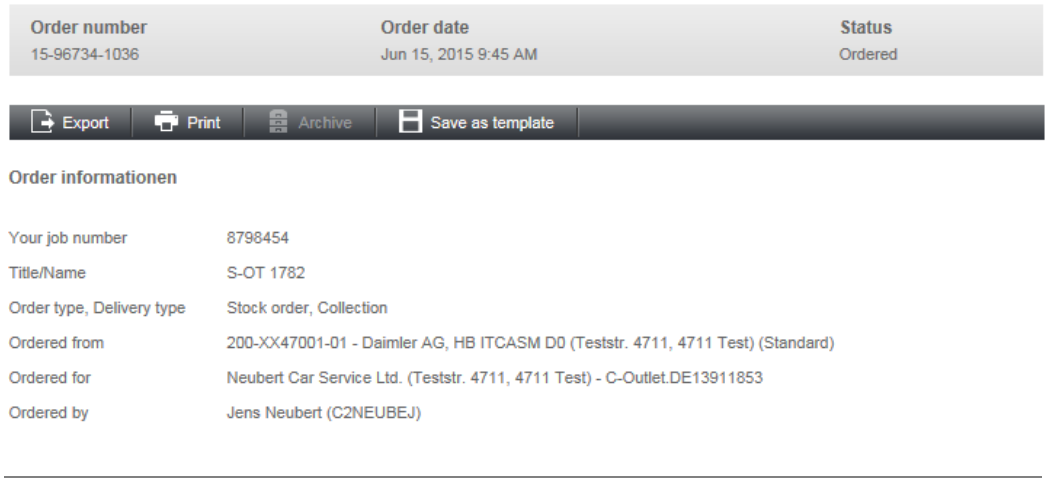
Delete: Deletes all selected orders (multiple selections possible).

If there are comments for an order, they will be indicated in the order overview by a **note symbol**.

5.3 Detailed information for WebParts orders

The detailed view for orders shows all available data for an order in WebParts and is divided into three main parts.

General order header data



Order number: Order number automatically assigned by WebParts.

Order date: Date and time that order was submitted.

Status: Current order status (see order overview).

Your job number: Your specified order ID (optional).

Title/name: Your specified order designation (optional).

Order type: Type of order, e.g. "immediate requirement" -or "Stock order".

Delivery type: Type of delivery, e.g. "Collection" (pick-up by customer) or "Delivery" (delivery by courier).

Ordered from: Mercedes-Benz dealer (main operation/branch) with which the order was placed.

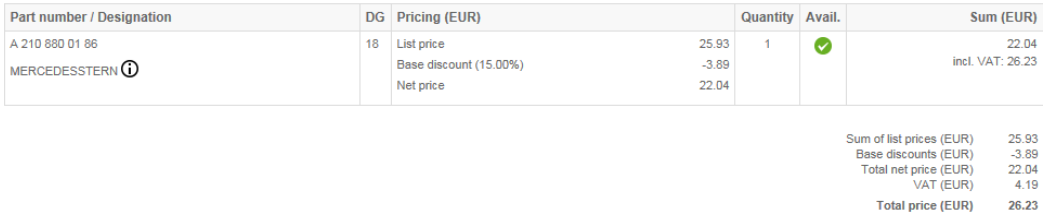
Ordered for: Displays the name of the ordering company.

Ordered by: Name and user ID of the person who placed the order.

Comments and remarks for the order

Optional display of customer or dealer remarks. This area is only shown if you have included a remark for an order or your authorised Mercedes-Benz dealer added a comment during order processing.

List of all item data for the order



Item: Serial list of order items.

Part number / Designation: Unique identification number for the ordered part as well as its designation.

Return value: Displays the estimated refund value for remanufactured part items.

RG: Discount group assignment for part.

List price: Indicates the gross list price.

Base discounts: Discount rate based on product rebate group.

Promotion discount: Additional discounts granted when applicable.

Offer: Shows the offer duration for reduced products.

Net price: Net price per part after all discounts.

Quantity: Number of parts ordered for a particular item.

Availability: Indicates the availability of the corresponding part.

Sum: Total number of parts ordered for an item.

Sum of list prices: Total sum of the list prices for all order items.

Discounts: Total sum of price discounts for all order items.

Total net price: Total sum of net prices for all order items.

Delivery: Displays the delivery costs for the order (only visible when delivery costs apply).

VAT / Total price: Order total based on the net prices of all order items, plus delivery costs and value-added tax (VAT) when applicable.

5.4 Modification or removal of a dealership operation

As a customer, at least one dealership operation is available for your order. Your authorised Mercedes-Benz dealer can add you as a customer to any number of its branches. Your dealer may also remove a branch as an order location, for example, if a different operation is closer to you geographically. In this case, your previous orders are not lost; they will still be processed and shipped by your Mercedes-Benz dealer. The following changes will, however, occur:

- When you select the branch in question, you will be informed of the change in order permissions.
- You cannot place any new orders with this branch.

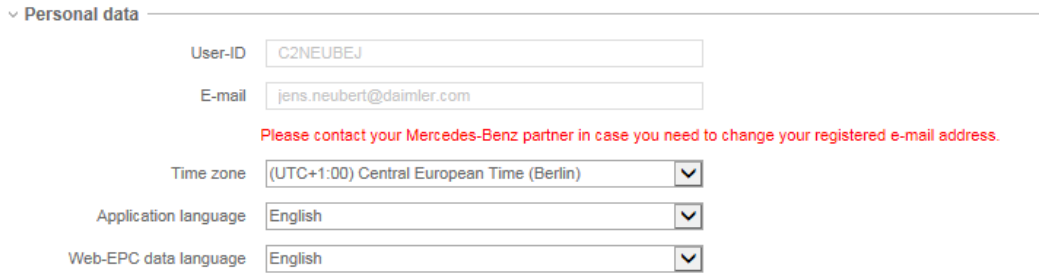
6 Personal and company settings

In the **“Your account”** section, you can administer your personal WebParts preferences and view the information stored for your company.

You cannot make direct changes to any information that is greyed out. Please contact your Mercedes-Benz dealer if you would like to modify this data.

Personal settings

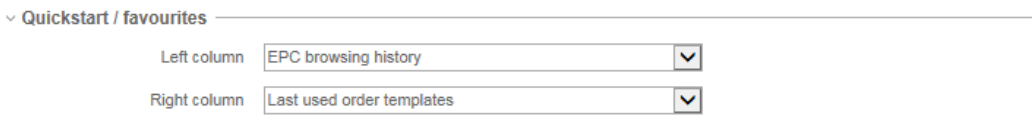
Personal settings that you specify will only have an effect on your user account.



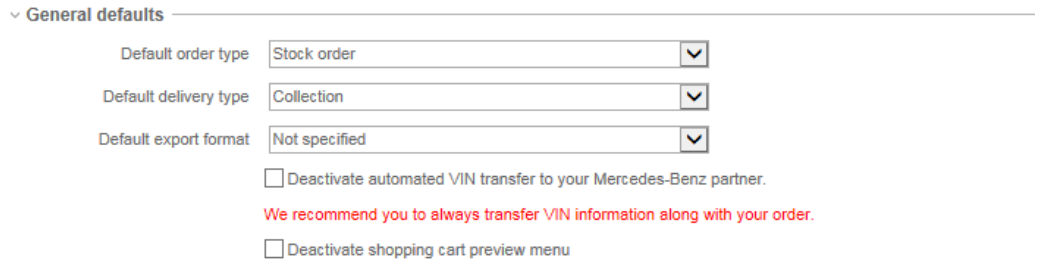
The selected **Time zone** has an effect on the date and time settings in WebParts e-mails. WebParts automatically defines a time zone for users based on their browser settings. Please change the displayed time zone manually if this automatic selection is incorrect.

When visualising information, WebParts distinguishes between the application language and the WebEPC data language. **Application language** refers to all operation and navigation elements in WebParts whilst **WebEPC data language** refers to the contents in the fully integrated parts catalogue WebEPC.

Please note that the contents of the parts catalogue are only available in a limited number of languages.



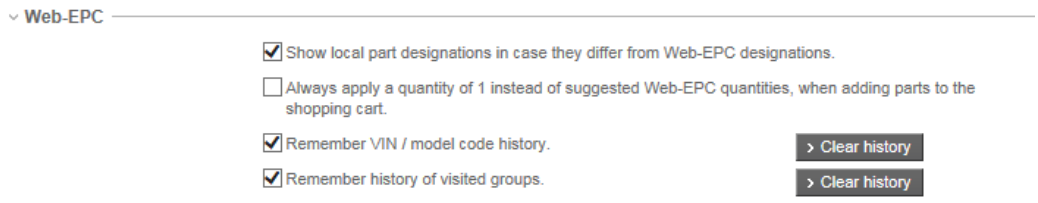
In the **Quick start/favourites** section, you can make decisions that impact the information and links displayed on your personal WebParts home screen. These options include "EPC browsing history", "Order history" as well as "Last used order templates". The individual options can be combined as desired.


General defaults
Default order type
Stock order
Default delivery type
Collection
Default export format
Not specified
Deactivate automated VIN transfer to your Mercedes-Benz partner.
We recommend you to always transfer VIN information along with your order.
Deactivate shopping cart preview menu

Select your individual default setting for **Order and delivery type** and define the format that you prefer for the **Export** of order data.

For parts placed in your cart from the fully integrated parts catalogue, WebParts automatically transmits the information on the vehicle identification number (VIN) you used to your authorised Mercedes-Benz dealer as part of orders. This makes it possible for your authorised Mercedes-Benz dealer to perform plausibility checks when needed. You can **deactivate** automatic **VIN transfer** at any time.

Hover your cursor over the cart symbol on any subpage and WebParts will show a brief overview of the current cart contents. You can **deactivate** this **shopping cart preview** here.


Web-EPC
Show local part designations in case they differ from Web-EPC designations.
Always apply a quantity of 1 instead of suggested Web-EPC quantities, when adding parts to the shopping cart.
Remember VIN / model code history.
Clear history
Remember history of visited groups.
Clear history

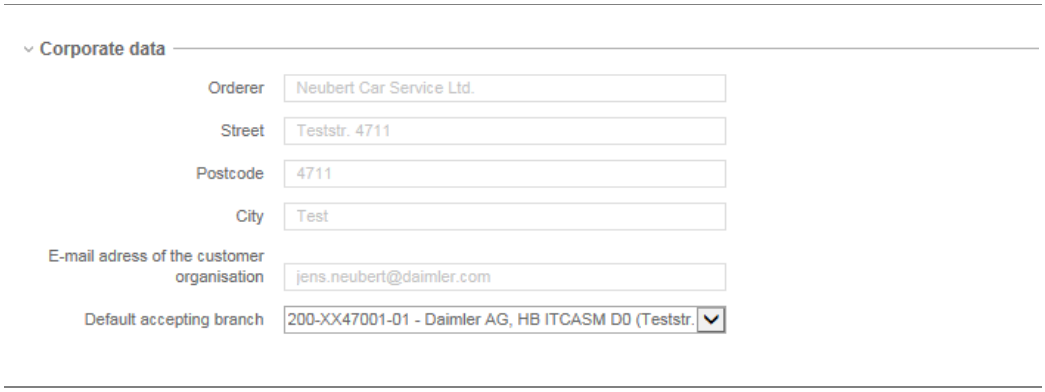
If the contents of the fully integrated parts catalogue WebEPC are not available in your national language, we recommend that the **local parts designation** from the WebParts cart also be **displayed** (if available).

When adding WebEPC items to the cart WebParts automatically adds the quantity documented in WebEPC to the quantity field. When necessary, you can **always add parts to the cart with a quantity of 1**.

With the automatic suggestion of **previously used VINs/model codes** and highlighting of **your most frequently used WebEPC main groups**, WebParts gives you two convenient functions that require the automatic collection of user data. If you do not want to use these functions, you can deactivate data collection here. It is also possible to delete previously collected data at any time with the button **[Clear history]**.

Corporate settings

The selection of company preferences has an effect on all user accounts for a customer operation.



If your authorised Mercedes-Benz dealer offers the option to place an order at different locations, you can select a "Default accepting branch". The branch stored here will be automatically selected the next time you log in.

Professional online parts ordering via Mercedes-Benz WebParts is available to approved trade customers of Mercedes-Benz Australia/Pacific authorised dealerships. If you are unsure that a particular part's design, features and technical specifications are appropriate for your needs, please contact your preferred Mercedes-Benz authorised dealer. To the extent permitted by law, Mercedes-Benz Australia/Pacific and its authorised Dealer network will not be liable for any damage, loss or expense incurred as a result of your reliance on this brochure.

For more information please visit www.mercedes-benz.com.au/webparts

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